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Tender

Occupational Health, EAP and Physiotherapy Services for Liverpool City Council

Liverpool City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-076882

Procurement identifier (OCID): ocds-h6vhtk-05e863

Published 25 November 2025, 1:56pm

Scope

Reference

DN747056

Description

Liverpool City Council is dedicated to being a well-run Council, continuously transforming and improving our operations to ensure that Liverpool's residents and communities are served by a council they trust and know is well-managed. In alignment with this commitment, our People Plan (2023-2027) articulates our vision to become an inclusive employer of choice, fostering a skilled, diverse, and healthy workforce.

To support this vision, we aim to provide our staff with a comprehensive programme of initiatives that promote physical, emotional, social, financial, and environmental health. This tender seeks to procure Occupational Health and Employee Assistance Programme (EAP) services that will underpin our efforts to maintain a healthy, safe, and well-supported workforce.

Objectives:

- Preventative Support: Implement measures that proactively support employee health and wellbeing, reducing the incidence of health issues and sickness absence.
- Productivity and Efficiency: Enhance overall productivity and efficiency by ensuring employees are healthy and able to perform their duties effectively.
- Reduction of Sickness Absence: Minimise sickness absence through early intervention, prevention, and rehabilitation initiatives.

Scope of Services:

- The service is required for the Authority's directly employed staff, approximately 5,800 individuals.
- The service shall enable the Council to address specific health and attendance issues, meet statutory obligations related to health surveillance, and identify preventative measures to minimise the risk of sickness absence.
- The service should contribute to improving employee health and wellbeing in the workplace through targeted interventions and support mechanisms.
- In addition, the service must provide both face-to-face and desk-based mobility assessments for Blue Badge applicants who do not automatically meet the eligibility criteria.

Total value (estimated)

- £1,520,000 excluding VAT
- £1,824,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031

- 5 years

Description of possible extension:

Each lot can be extended for a period of 2 years in annual increments

Main procurement category

Services

CPV classifications

- 98330000 - Physical well-being services

Contract locations

- UKD72 - Liverpool

Lot constraints

Description of how multiple lots may be awarded:

Suppliers may bid for any lot, however, each lot has its own score and award criteria and will be evaluated in isolation of each other.

Not the same for all lots

Options are shown in Lot sections, because they are not the same for all lots.

Lot 1. Occupational Health and EAP Services

Description

Full details for Lot 1 is provided within Appendix B - Service Specification

Lot 1 is to provide Occupational Health and EAP (Employee Assistance Program) Services

Lot value (estimated)

- £1,140,000 including VAT

Options

The right to additional purchases while the contract is valid.

Suppliers have the ability to provide innovation as part of this contract with the quality element scored. However the commercial will be a non score but will form part of the contract if LCC decide to purchase through the life of the agreement

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Physiotherapy Services

Description

Provision of Physiotherapy Services

Lot value (estimated)

- £570,000 excluding VAT
- £684,000 including VAT

Options

The right to additional purchases while the contract is valid.

Please refer to the tender instructions & Appendix E Lot 2

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. Occupational Health and EAP Services

Lot 2. Physiotherapy Services

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

15 December 2025, 12:00pm

Submission type

Tenders

Tender submission deadline

7 January 2026, 12:00pm

Submission address and any special instructions

Tenders must be submitted electronically

<https://procontract.due-north.com/Opportunities/Index>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

27 March 2026

Award criteria

Lot 1. Occupational Health and EAP Services

Name	Description	Type	Weighting
Quality	Please refer to the tender instructions for Phase One and Phase Two of this tender process for Lot 1	Quality	70%
Cost	Please refer to the tender instructions for Phase One and Phase Two of this tender process for Lot 1	Cost	20%
Social Value	Please refer to the tender instructions for Phase One and Phase Two of this tender process for Lot 1	Quality	10%

Lot 2. Physiotherapy Services

Name	Type	Weighting
Quality	Quality	70%
Cost	Cost	20%
Social Value	Quality	10%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Lot 1 - Occupational Health and EAP Services

The tender submission for Phase One is worth 80% of the overall tender score (50% Quality, 10% Social Value and 20% Commercial). Bidder submissions for Phase One will be evaluated to determine their ranking and up to the top 5 highest scoring tenders will progress through to Phase Two (Phase Two is worth 20%). Once Phase Two for Lot 1 is concluded the scores for Phase One will be added to the scores for Phase Two. This will then determine the highest ranking bidder for the award of Lot 1.

Lot 2 - Physiotherapy Services

Tender submissions will be evaluated with Quality 70%, Social Value 10% and Commercial 10%; the highest ranked bidder will be awarded Lot 2

Justification for not publishing a preliminary market engagement notice

A PIN Notice was published on the 10th October 2024

Notice Identifier - 2024/S 000-032564

Procurement identifier (OCID): ocds-h6vhtk-04a775

Contracting authority

Liverpool City Council

- Public Procurement Organisation Number: PRVY-7813-WLPG

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Organisation type: Public authority - sub-central government